



# TOPOFF 4 Evaluator Handbook

October 2007



Homeland  
Security

Dear TOPOFF 4 Evaluator,

Congratulations and thank you for your participation in the Top Officials 4 (T4) Exercise. Your efforts are greatly appreciated and very important to our collective goal of securing the homeland. This document provides important information regarding individual requirements and directions, pre-assembly, and preliminary logistics information. Please take time to thoroughly read all of the contents of this document.

It is vital to exercise play that you arrive at your designated assembly area on time with the essential materials. Please allow sufficient time to compensate for traffic, inclement weather, and processing through exercise security and check-in procedures.

Safety is paramount throughout exercise preparation and conduct. You will be provided one or more safety briefings to ensure that you are aware of hazards or safety concerns at your venue site. Your individual assistance in recognizing and identifying emergent hazards is equally important. As a T4 Exercise Evaluator, you are also a key member of its safety team. Please help us to keep T4 accident-free.

Again, we thank you very much for participating in the T4 exercise. We look forward to your important contribution to a hugely successful training event for our key players and Top Officials.



## Evaluator Checklist

The following evaluation checklist describes the evaluator's responsibilities before, during, and after the exercise.

Before the exercise:

- ☐ Review the EXPLAN, scenario, MSEL, EVALPLAN, and COSIN, with special emphasis on the objectives, capabilities, and key issues identified to facilitate data collection.
- ☐ Complete evaluator training requirements.
- ☐ Familiarize yourself with the missions, plans, policies, procedures, and processes applicable to your assigned location.
- ☐ Identify and review the forms you must fill out (see table at the end of this checklist).
- ☐ Attend the Controller/Evaluator (C/E) briefing at your assigned location.

Upon arrival at start of shift:

- ☐ Check in with the Lead Controller at your site.
- ☐ Receive a turnover (shift change) brief from the outgoing evaluator.

During the exercise:

- ☐ Observe the exercise and record your observations in the Evaluator Log as described in Part 2 of this handbook.
- ☐ Interview participants to clarify events and gain insight into decisions and actions.
- ☐ Collect supplementary data, including the following:
  - Situation Reports, Spot Reports, briefings
  - Logs (e.g., communications log, daily log)
  - Requests for Information (RFI) and RFI logs
  - Press releases, fact sheets, FAQ documents
  - Technical data products (e.g., GIS products, maps, plume model results)
  - Incident Action Plans and other planning documents.

Be sure to note the date and time along with your location

- ☐ Ensure players copy emails to [t4data@cna.org](mailto:t4data@cna.org) [during the FSE only].
- ☐ Collect participant feedback forms for those personnel whose extent of play is over.
- ☐ During downtime, after your shift, or after ENDEX:
  - Complete the applicable EEGs (see table below)
  - Complete the Common Operational Picture (COP) Form.

At the end of shift:

- ☐ Conduct a turn-over brief with your replacement.

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- ☐ Contact the lead controller or evaluator at your site, Master Control Cell (MCC), or Venue Control Cell (VCC) if your replacement does not arrive.

After FSE ENDEX:

- ☐ Attend and document the site/player hot wash.
- ☐ Participate in the C/E debrief in your venue.
- ☐ Collect any remaining participant feedback forms that are submitted in hardcopy.

Within 72 hours after FSE ENDEX:

- ☐ Transcribe all forms into electronic versions (observation log, EEGs, and supplementary forms).
- ☐ Email your forms to [t4data@cna.org](mailto:t4data@cna.org) (please enter "evaluator forms" in the subject header). Turn in hard copies to the venue Evaluation Lead or mail to:

(b)(6)

The CNA Corporation  
4825 Mark Center Drive  
Alexandria, VA 22311-1850

Be sure to note the date and time along with your location on all materials.

The table below shows what forms are required for each type of location.

Location Type	Evaluator Log	Exercise Evaluation Guides (EEGs)	COP
Venue Law Enforcement Nodes	Yes	All: <ul style="list-style-type: none"> <li>• Information Sharing and Dissemination</li> <li>• Recognition of Indicators and Warnings</li> <li>• Law Enforcement Investigation and Ops</li> </ul>	Yes
Venue Fusion Centers	Yes	All: <ul style="list-style-type: none"> <li>• Information Sharing and Dissemination</li> <li>• Intelligence Analysis and Production</li> <li>• Recognition of Indicators and Warnings</li> </ul>	Yes
Venue ICP/UCPs	Yes	All: <ul style="list-style-type: none"> <li>• On Site Incident Management</li> </ul>	Yes
Emergency Operations Center (local, state, territorial, federal, or multi-agency)	Yes	All: <ul style="list-style-type: none"> <li>• Emergency Ops Center Management</li> </ul> If EOC engages in intelligence sharing: <ul style="list-style-type: none"> <li>• Intel / Info Sharing and Dissemination</li> </ul> If EOC includes a public affairs component: <ul style="list-style-type: none"> <li>• Emergency Public Info and Warning</li> </ul> If EOC includes a recovery component: <ul style="list-style-type: none"> <li>• Economic and Community Recovery</li> </ul>	Yes
Joint Information Centers (JICs) or other public affairs entities	Yes	All: <ul style="list-style-type: none"> <li>• Emergency Public Info and Warning</li> </ul>	Yes
Other (e.g., Top Official or agency offices)	Yes	N/A	N/A



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## Part 1

### I. General Information

#### *A. Document Purpose and Organization*

The TOPOFF 4 (T4) Evaluator Handbook provides the essential information and materials that evaluators need to carry out their roles and responsibilities. The T4 Evaluator Handbook is a standalone document that provides the instructions necessary for evaluators to collect the data necessary to support the evaluation methodology. The handbook provides background information on T4 – including the Prevention Component and the Full Scale Exercise (FSE), data collection and reporting procedures, and guidance and forms necessary to make relevant exercise observations. Further details on the evaluation methodology and TOPOFF 4 can be found in the Evaluation Plan (EVALPLAN) and T4 FSE Exercise Plan (EXPLAN).

The T4 Evaluator Handbook is organized in two sections. Part 1 includes general information, evaluator roles and responsibilities, and safety and reporting procedures. Part 2 includes the data collection instructions and forms that evaluators are required to complete.

#### *B. Selected Definitions*

**Players.** Players are department and agency (D/A) personnel who actively respond to emergencies. During T4, they will carry out their normal roles and functions in response to scenario events.

**Controllers.** Controllers plan and manage exercise conduct, direct and monitor the pace and intensity of exercise play, and ensure safety and security. They monitor exercise events and provide information and instructions to players.

**Evaluators.** Evaluators record observations of player actions and manage data collection at each exercise venue. Evaluators are familiar with the roles and responsibilities of the players they observe, and the data they collect will support the post-exercise reconstruction and analysis. Evaluators include members of the exercise support team and personnel from participating departments and agencies.

**Simulators.** Simulators are control staff personnel who simulate player actions of all non-participating agencies and individuals.

**Master Scenario Events List (MSEL).** The MSEL is a detailed listing of scheduled events and anticipated player actions that will take place during the exercise.

**National Master Scenario Events List (NxMSEL).** NxMSEL is an automated system for MSEL management. During exercise execution, NxMSEL provides tools for tracking progress and for reviewing, modifying, and releasing injects to the training audience.

**Virtual News Network (VNN).** VNN is the mock news media for the T4 FSE. VNN Live is a satellite feed that will broadcast breaking news and interviews as the T4 FSE scenario unfolds. VNN.com is an online news source that will provide the media's perspective on events. Players will receive public media injects through VNN as would be expected during an actual terrorist event.



**Extranet Secure Portal (ESP).** Available online, ESP is a secure online collaboration tool that consists of an instant messenger, document library, and chat room. Controllers and evaluators will use the ESP chat room to coordinate real-time information on events and activities across exercise venues and sites.

**Homeland Security Information System (HSIN).** HSIN is a computer-based counterterrorism communications system connecting all 50 states, five territories, Washington, DC, and 50 major urban areas. HSIN allows all states and major urban areas to collect and disseminate information between federal, state, and local agencies involved in combating terrorism. Evaluators working in the Master Control Cell (MCC) or Venue Control Cells (VCCs) will have access to HSIN to monitor exercise play.

**Common Operational Picture (COP).** The COP is an application available through HSIN that allows critical decision makers to define and prioritize the information required for their operational activities and then to display that data in ways that facilitate their mission.

### ***C. T4 FSE Venues***

The T4 FSE will take place in the following venues:

- **Interagency:** The federal departments and agencies (e.g., Department of Homeland Security (DHS), Federal Bureau of Investigation (FBI), Department of Energy (DoE)) will participate from their national emergency operations centers (EOCs). Most are located in the Washington, DC area.
- **State Venues:** Local, territorial, state, and federal departments and agencies will participate from emergency operations centers and field sites located in Arizona, Guam, and Oregon.
- **International:** Australia, Canada, and the United Kingdom will also participate from both U.S. and overseas locations.

For more information on exercise play at each venue, refer to the individual venue EXPLANs, which complement the overall EXPLAN.

## **II. Evaluation Overview**

The TOPOFF 4 evaluation methodology is based on the Homeland Security Exercise and Evaluation Program (HSEEP) doctrine and designed to support the national goals for T4. HSEEP provides common evaluation standards and is supported by tools to assist organizations in conducting their own evaluations.

The overall T4 evaluation focuses on high-level (e.g., top official, interagency) coordination, support plans, policies, and procedures. The evaluation does not focus on individuals or organizations, but rather on how departments and agencies interact to share information and coordinate activities. Organizations are encouraged to conduct their own internal evaluations based on their specific missions, objectives, tasks, and procedures.

The evaluation of T4 will identify both strengths and areas for improvement, and is designed to support the improvement planning process that will follow the exercise. In the improvement planning process, recommendations from the evaluation After-Action Report (AAR) are used to develop a formal plan that lays out concrete steps for implementing corrective action and assigns responsibility for each step.



### *A. Capabilities Being Evaluated*

Table 1 shows the target capabilities that will be the focus of the evaluation.

**Table 1: Target Capabilities**

<b>Component</b>	<b>Capability</b>	<b>Applicable Locations</b>
Prevention	Information Gathering and Recognition	Law Enforcement nodes, Intel sharing nodes
	Intelligence Analysis and Production	Law Enforcement nodes, Intel sharing nodes
	Intelligence/Information Sharing and Dissemination	EOCs, Law Enforcement nodes, Intel sharing nodes
	Law Enforcement Investigation and Operations	Law Enforcement nodes
FSE	Intelligence/Information Sharing and Dissemination	EOCs, Law Enforcement nodes, Intel sharing nodes
	On Site Incident Management	Venue ICP/UCPs
	Emergency Operations Center Management	EOCs
	Emergency Public Information and Warning	JICs
	Economic and Community Recovery	EOCs

### *B. The T4 FSE Evaluation Process*

The T4 evaluation consists of the following three-step process:

1. **Observation and data collection.** Evaluators make observations and collect data at their assigned venues. Evaluators are responsible for recording their observations in an Evaluator Log, collecting supporting data, and providing an initial analysis of the capabilities using Exercise Evaluation Guides (EEGs).
2. **Reconstruction.** The evaluation team will use the data collected by the evaluators to build a fact-based, de-conflicted account of what happened during the exercise and why. This ensures that issues and recommendations are supported by the data.
3. **Analysis.** The evaluation team will use the reconstruction to determine what happened during the exercise and why, identify issues that arose during the exercise and their root causes, and document these findings in the After-Action Report (AAR). This analysis will support the development of actionable recommendations.

## **III. Communications, Safety and Reporting Procedures**

The EXPLAN contains detailed instructions for control staff, including the control organization and safety procedures.

### *A. Safety*

Safety during the T4 FSE is paramount. All exercise players, controllers, and evaluators share the responsibility of observing safety procedures and halting play if a safety problem exists or if an actual accident or emergency occurs.



In the case of an actual emergency, render first aid, call emergency medical services (911), and maintain control of the scene. The impacted venue or site controller will call a "STOP PLAY" and notify the T4 MCC or VCC of the location, situation, and on-scene requirements. Play resumption is a coordinated decision between the T4 FSE MCC/VCC, the on-scene controller, and the respective D/A safety and security personnel. Greater detail on the safety protocols for T4 can be found in the EXPLAN, Annex G: Safety and Security.

### ***B. Communicating with the MCC and VCCs***

The Control Staff Instruction (COSIN), Annex A of the EXPLAN, contains the unclassified phone numbers for the control cells. Although unclassified, the COSIN must be properly maintained and used by exercise control staff.

Evaluator shifts are scheduled to align with the level of play at each location. In cases where sites are operating 24/7, evaluators will be assigned to 13-hour shifts that include a 30-minute turnover period at the start and end of each shift. Evaluators at field sites should check in with the lead controller or evaluator at their assigned location at the start of each shift. Outgoing evaluators should brief incoming evaluators on key player actions that occurred during the shift, the status of key events scheduled in the MSEL, and any issues observed.

During shifts, evaluators should notify the MCC (for interagency locations) or VCC (for venue locations) evaluator of the following:

- Any unexpected player actions that might impact play at other locations
- If the incoming evaluator has not reported for his/her shift.

### ***C. Maintaining the Exercise Log on the Extranet Secure Portal (ESP)***

Controller and evaluator teams located in operations centers and other indoor sites during the FSE should have access to at least one workstation with Internet connectivity. This will allow them access to the following collaboration tools available through ESP:

- A library of exercise documentation, including the EXPLAN and MSEL
- Secure messaging
- Situational Awareness Log (chat room).

The purpose of the Situational Awareness Log is to record key player actions for the exercise reconstruction and provide situational awareness of player activities throughout all venues. Controllers and evaluators should report key player actions at their locations, including decisions, events, and the receipt of information such as:

- Changes in security levels (e.g., Homeland Security Advisory System)
- Emergency declarations and waivers
- Requests for support
- Resource allocations and deployments
- Requests for Information (RFIs)
- Arrival of resources and assets



- Status of emergency response activities
- Key issues.

The controller and evaluator team at each site should designate one of its members to monitor the Exercise Log and make entries for that location. Entries to the Exercise Log must include:

- **Who:** Who made the decision? Who took the action? Who received the information?
- **What:** What was the decision? What was the action? What was the information?
- **When:** When was the decision reported? When was the information received?
- **How:** How is the action being carried out? How was the information sent?

The log will automatically record the time of the entry and the site reporting it. Examples of properly entered log entries are shown in Table 2.

**Table 2: Sample Situational Awareness Log Entries**

<b>IA NOC Rep 1</b> (10/16 9:25AM) CAT is fully activated
<b>GU EOC Rep 2</b> (10/16 9:35AM) Announcement: GU Governor has requested a Disaster Declaration
<b>OR EOC Rep 1</b> (10/16 9:36AM) VNN reports an explosion. EOC personnel working to confirm report.
<b>IA NRCC Rep 3</b> (10/16 9:40 AM) NRCC Director requests Ops develop recommendations for pushing resources to GU.

#### ***D. Supporting the Hot Wash and C/E Debrief***

Evaluators should attend and document the hot wash conducted at their assigned location. If requested, evaluators can assist in facilitating this hot wash. Guidelines for facilitation are included in the EVALPLAN.

In addition, the C/E team at each site should nominate at least one staff member to attend the C/E de-brief. A briefing template will be provided to the site teams for use assembling out-briefings on the key issues identified at their locations.

#### ***E. Administrative Information***

**What to wear:** Evaluators assigned to outdoor environments, such as the incident site, should dress appropriately for the weather in comfortable clothing. Field evaluators should note that cool light-colored clothing is highly recommended. Because there will be rubble, dirt, and uneven footing, safety shoes or rugged leather footwear is required for evaluators assigned to the incident site.

Evaluators working indoors should dress comfortably according to the standards of their venue. Those working in sites with the press or with government officials should make a point to dress in business or business casual attire for all day shifts.

**Meals and water:** Please refer to the meal plan for your assigned venue for information on the availability of food and water at your location. Evaluators should also bring their own water and snacks.



## Part 2

### I. Introduction

This section of the handbook contains the data collection forms that evaluators are required to use and instructions on how to use them. There are three types of forms that evaluators will use:

1. The Evaluator Log
2. Exercise Evaluation Guides
3. Common Operational Picture (COP) Form

Electronic copies of all the forms will be posted to the administrative page of VNN.com (available on llis.gov) and to the ESP library. They will also be made available by email. The Evaluator Log is also provided in hard copy at the end of this handbook.

### II. Instructions and Examples

#### A. Evaluator Log

The Evaluator Log is the primary data collection form and is critical to building an accurate exercise reconstruction. The evaluator log is used to document key events for the exercise reconstruction.

Evaluators should record observations of key injects, events, and player actions. Record the time that an event occurred in the box labeled "Time" and check the "Inject" column if you are aware that you are observing an inject. In the description box, provide details on the event. Sentences should be clear and use the active tense whenever possible. Please use a "subject + verb + object + qualifications" structure in the description for clarity where possible. (Example: Incident commander [subject] contacted [verb] State EOC [object] to report explosion using cell phone [qualification].) An example is shown in table 3.

The Evaluator Log is provided in both hard copy and electronic formats. Evaluators may use whichever format they prefer during the exercise. Evaluators are required to transcribe their log into the electronic version after the exercise and then submit it according to the instructions provided on the Evaluator Checklist.

**Table 3: Sample Evaluator Log**

Time	Description	INJ
0800	EOC control injects to EOC that an explosion has occurred at a local shopping center at 0755. Control passes INJ to EOC operations director.	X
0803	EOC operations director notifies the emergency management director (EMD). EMD is departing for EOC, immediately. Expected time of arrival is 0825.	
0810	EOC fire representative receives a call that fire units have arrived at the scene and the northeast corner of shopping center is ablaze. Additional fire units are requested. EOC fire rep notifies the EOC operations director	



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Time	Description	INJ
0815	Dispatch reports that EMS is on scene. Many walking injured exiting the shopping center	
0820	VNN.com video shows shopping center on fire and people exiting through the doors. Some injured are being carried out. Reporter interviews witnesses who said they heard a large explosion at the other end of the shopping center and then were knocked down by a blast.	
0830	EMD arrives at the EOC. EOC operations director briefs EMS on current status of incident: <ul style="list-style-type: none"> <li>• Explosion occurred at shopping center located at Main St. and 10<sup>th</sup> Ave.</li> <li>• After talking to witnesses, police on the scene suspect it was an improvised explosive device (IED) that went off near the food court</li> </ul>	
---	<ul style="list-style-type: none"> <li>• Current casualty figures are 10 dead and 100 injured</li> <li>• Fire are on scene and working to extinguish the fire</li> <li>• The fire chief has requested additional help from neighboring counties</li> <li>• EMS are caring for the injured but have insufficient ambulances to transport the injured</li> </ul>	
0850	EMD telephones St. Mary's Hospital to stand by for mass casualties. Should expect 100 casualties based on estimates provided by EOC operations director in status brief.	

### ***B. Exercise Evaluation Guides***

Exercise Evaluation Guides (EEGs) assist exercise evaluators by providing them with consistent standards and guidelines for observation, data collection, and analysis. The EEGs were developed for T4 using the Target Capabilities List and are linked to each capability's activities, tasks, and performance measures. Refer to the checklist at the beginning of this document to find the EEGs that are used at each type of exercise location.

Evaluators should review the EEGs that apply to their assigned location prior to the exercise. During downtime or after the exercise, evaluators should complete the EEGs using the information documented in their Evaluator Log and then submit them according to the instructions provided on the Evaluator Checklist. The completed EEGs will be used by the evaluation team for the development of the Quick Look and After-Action Reports. Example excerpts from an EEG are shown on the next page.



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**Table 4: Sample EEG Excerpts**

TOPOFF 4 (T4) Full Scale Exercise

## Emergency Operations Center Management

### Exercise Evaluation Guide

#### Capability Description:

Emergency Operations Center (EOC) management is the capability to provide multi-agency coordination (MAC) for incident management by activating and operating an EOC for a pre-planned or no-notice event. EOC management includes: EOC activation, notification, staffing, and deactivation; management, direction, control, and coordination of response and recovery activities; coordination of efforts among neighboring governments at each level and among local, regional, State and Federal EOCs; coordination of public information and warning; and maintenance of the information and communication necessary for coordinating response and recovery activities. Similar entities may include the National (or Regional) Response Coordination Center (NRCC or RRCC), Joint Field Offices (JFO), National Operating Center (NOC), Joint Operations Center (JOC), Multi-agency Coordination Center (MACC), Initial Operating Facility (IOF), etc.

#### Capability Outcome:

The event is effectively managed through multi-agency coordination for a pre-planned or no-notice event.

<b>Jurisdiction or Organization:</b> DHS	<b>Name of Exercise:</b> TOPOFF 4 Full Scale Exercise
<b>Location:</b> National Operations Center (NOC) / Crisis Action Team (CAT)	<b>Date:</b> October 22, 2007
<b>Evaluator:</b> (b)(6)	<b>Evaluator Contact Info:</b> (b)(6) @cna.org / (b)(6)

*Note: This guide is based on the HSEEP Exercise Evaluation Guides (EEGs), but is modified to support the overall T4 evaluation. Please fill out the observation keys and include additional comments and clarifications as necessary. Note any deviations from policies, plans, and procedures.*

#### Activity 1: Gather and Provide Information

**Activity Description:** Upon establishing EOC/MACC/IOF operations, gather, organize, and document incident situation and resource information from all sources to maintain situational awareness within the EOC/MACC/IOF, and horizontally and vertically within the National Incident Management System (NIMS).

**Tasks Observed** (check those that were observed and provide the date and time of observation, if applicable)

*Note: Asterisks (\*) denote Performance Measures and Performance Indicators associated with a task. Please record the observed indicator for each measure.*

Tasks / Observation Keys	Comments
<p>1.1 Coordinate emergency management efforts among local, county, regional, State, and Federal EOC/MACC/IOF.</p> <p>– Identify mechanisms used at the EOC/MACC/IOF to communicate and receive/disseminate information from/to other State/local EOCs/MACCs/IOFs.</p> <p><input type="checkbox"/> Phone calls</p> <p><input checked="" type="checkbox"/> Emails</p> <p><input checked="" type="checkbox"/> Receipt of Spot Reports and Situation Reports</p>	<p>Describe communication and coordination processes at the EOC/MACC/IOF. What entities did it communicate and coordinate with at the State and Federal levels? Was there a set schedule of briefings and updates established?</p> <p>The CAT received information through several email accounts, HSI, and the COP portal. The IMOs reviewed incoming information and forwarded / posted it per the CAT SOP. This information came primarily from Federal agencies and entities such as LNOs, the NRCC, and the JFO. The NOC did not communicate directly with State/local entities.</p>



## TOPOFF 4 (T4) Full Scale Exercise

### Evaluator Observations

Record your key observations using the structure provided below. Please try to provide a minimum of three observations for each section. There is no maximum (three templates are provided for each section; reproduce these as necessary for additional observations). Use these sections to discuss strengths and any areas requiring improvement. Please provide as much detail as possible, including references to specific Activities and/or Tasks. Document your observations with reference to plans, procedures, exercise logs, and other resources. Describe and analyze what you observed and, if applicable, make specific recommendations. Please be thorough, clear, and comprehensive, as these sections will feed directly into the drafting of the After-Action Report (AAR). Complete electronically if possible, or on separate pages if necessary.

### Strengths

#### 1. Title: CAT had defined the tasks it was responsible for and developed SOPs for carrying out these tasks

Related Activity:

Record for Lesson Learned? (Check the box that applies) Yes ☒ No ☐

a) **Analysis:** (Include a **discussion** of what happened. When? Where? How? Who was involved? Also describe the **root cause** of the observation, including contributing factors and what led to the strength. Finally, if applicable, describe the positive **consequences** of the actions observed.)

*Based on lessons learned from Hurricane Katrina, other events, and previous exercises, the CAT had defined the mission essential tasks (METs) for its mission as described in the NRP. The CAT SOP detailed the procedures for carrying out these tasks and the CAT staff attended training on these procedures prior to the exercise. For many CAT members, this was the first event or exercise they participated in and they arrived prepared to carry out their roles and responsibilities.*

b) **Recommendation:** (Even though you have identified this issue as a strength, please identify any recommendations you may have for enhancing performance further, or for how this strength may be institutionalized or shared with others.)

*The CAT SOP could serve as a model for other agency emergency response teams to develop their own METs and SOPs for carrying out those tasks.*

### Areas for Improvement

#### 1. Title: Information management

Related Activity:

Record for Lesson Learned? (Check the box that applies) Yes ☐ No ☒

a) **Analysis:** (Include a **discussion** of what happened. When? Where? How? Who was involved? Also describe the **root cause** of the observation, including contributing factors and what led to the problem. Finally, if applicable, describe the negative **consequences** of the actions observed.)

*CAT IMOs could not keep up with the volume of emails that came into the various inboxes that they monitored. Many emails were duplicates that came from multiple sources and some of them contained information that was duplicated on HSIN and the COP. The volume of email was too large for the staff and at times some of it was not reviewed and processed per the SOP. This issue is larger than CAT internal SOPs and is related on the heavy use of email, as opposed to sites like HSIN and the COP for interagency information sharing.*

b) **Recommendation:** (Write a recommendation to address the root cause. Relate your recommendations to needed changes in plans, procedures, equipment, training, mutual aid support, management and leadership support.)

*Establish an interagency working group to address information sharing and develop business rules for sharing information that minimize the use of email where possible.*



### ***C. Common Operational Picture (COP) Form***

One of the goals of the evaluation is to assess whether departments, agencies, and organizations achieved a shared situational awareness during the FSE component of the exercise. Through HSIN, DHS has a COP tool designed to promote shared situational awareness. The purpose of the COP Form is to support this assessment.

The COP Form lists the essential elements of information as currently defined in the COP tool. Evaluators should record the value of each of these elements (if known) at the following times:

**Table 5: COP Reporting Times**

	Time (EDT)	Arizona	Oregon	Guam
Oct. 15	1900		1600	0900, Oct. 16
Oct. 16	0100		2200, Oct. 15	1500
	0700		0400	2100
	1100		0800	0100, Oct. 17
	1500	1200	1200	0500, Oct. 17
	1900	1600	1600	0900, Oct. 17
Oct. 17	0100	2200, Oct. 16	2200, Oct. 16	1500
	0700	0400	0400	2100
	1300	1000	1000	0300, Oct. 18
	1900	1600	1600	0900, Oct. 18
Oct. 18	0700	0400	0400	2100
	1900	1600	1600	0900, Oct. 19
Oct. 19	0700	0400	0400	2100
	1900		1600	0900, Oct. 20

Evaluators should record the value of each essential element known to the data collection location at the reporting times indicated. If exercise play at your location starts later than 0700, record the essential elements at the start of play (note the time on the form) and then continue with the other reporting times. Likewise, if exercise play at your location ends play prior to 1900, record the essential elements at the end of play (and make a note of the time). If no information is known about an essential element, enter "N/A". In the source row, note the source of the information (e.g., SITREP, conference call, briefing, press release, observation log, etc.). Provide hard copies or electronic copies of all source documents for reference. The next page shows an example.



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Table 6: Sample COP Form

Essential Element	June 19 1900	June 20 1900	June 21 0700	June 21 1100	June 21 1500	June 21 1900	June 22 0700
Incident Type	COGCON Level 3 set	Order to go to COGCON 2 given	Order to go to COGCON 1 given	Operating from COOP site as of 0900	Explosion	IND explosion	IND explosion
Source							
Incident Location	N/A	N/A	N/A	N/A	Landport	Landport	Landport
Source							
Time of Incident	N/A	N/A	N/A	N/A	12:00 p.m. June 21	12:00 p.m. June 21	12:00 p.m. June 21
Source							
Threat/causal factors	N/A	N/A	N/A	N/A	Unknown	Terrorism suspected	Terrorism confirmed
Source							



Date: \_\_\_\_\_

Location: \_\_\_\_\_

## Evaluator Log

[illegible]



Name: \_\_\_\_\_ Date: \_\_\_\_\_ Name \_\_\_\_\_  
Email / Phone: \_\_\_\_\_ Location: \_\_\_\_\_

Time	Description	INJ



Name: \_\_\_\_\_

Date: \_\_\_\_\_ Name: \_\_\_\_\_

Email / Phone: \_\_\_\_\_

Location: \_\_\_\_\_

Time	Description	INJ



Name: \_\_\_\_\_

Date: \_\_\_\_\_

Email / Phone: \_\_\_\_\_

Location: \_\_\_\_\_

Time	Description	INJ



Name: \_\_\_\_\_

Date: \_\_\_\_\_

Email / Phone: \_\_\_\_\_

Location: \_\_\_\_\_

Time	Description	INJ

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Name: \_\_\_\_\_  
Email / Phone: \_\_\_\_\_ Location: \_\_\_\_\_

Time	Description	INJ



Name: \_\_\_\_\_

Date: \_\_\_\_\_ (Name)

Email / Phone: \_\_\_\_\_

Location: \_\_\_\_\_

Time	Description	INJ

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Email / Phone: \_\_\_\_\_

Location: \_\_\_\_\_

Time	Description	INJ



Name: \_\_\_\_\_

Date: \_\_\_\_\_

Email / Phone: \_\_\_\_\_

Location: \_\_\_\_\_

Time	Description	INJ

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Email / Phone: \_\_\_\_\_ Location: \_\_\_\_\_

Time	Description	INJ



no: Name: \_\_\_\_\_ Date: \_\_\_\_\_ INJ

Email / Phone: \_\_\_\_\_ Location: \_\_\_\_\_

Time	Description	INJ

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Email / Phone: \_\_\_\_\_ Location: \_\_\_\_\_

Time	Description	INJ



Name: \_\_\_\_\_

Date: \_\_\_\_\_

Email / Phone: \_\_\_\_\_

Location: \_\_\_\_\_

Time	Description	INJ

Name: \_\_\_\_\_

Date: \_\_\_\_\_ Name: \_\_\_\_\_

Email / Phone: \_\_\_\_\_

Location: \_\_\_\_\_

Time	Description	INJ